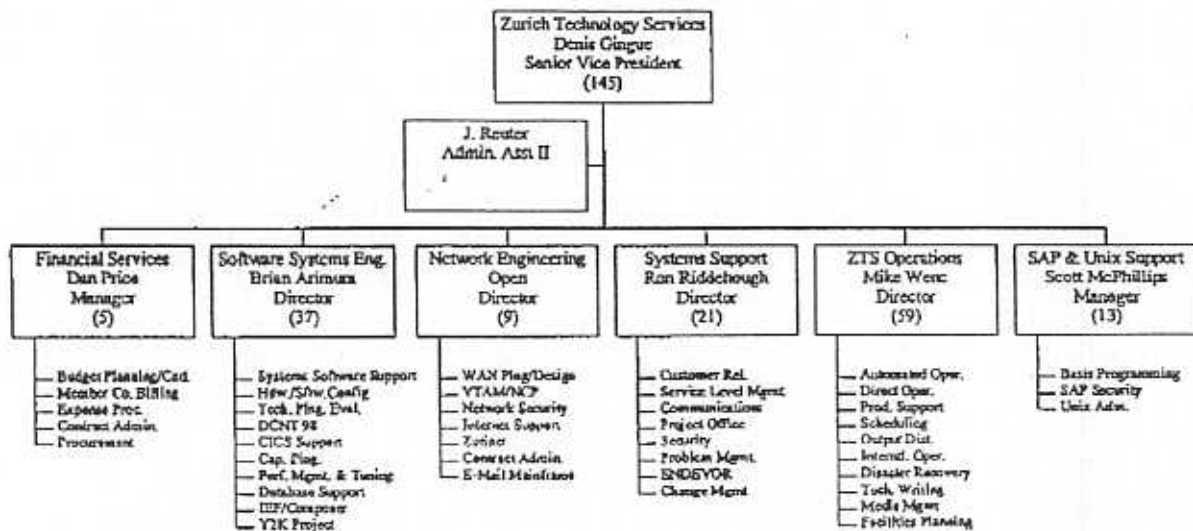


APPENDIX 1: ZTS Organization Charts

Appendixes

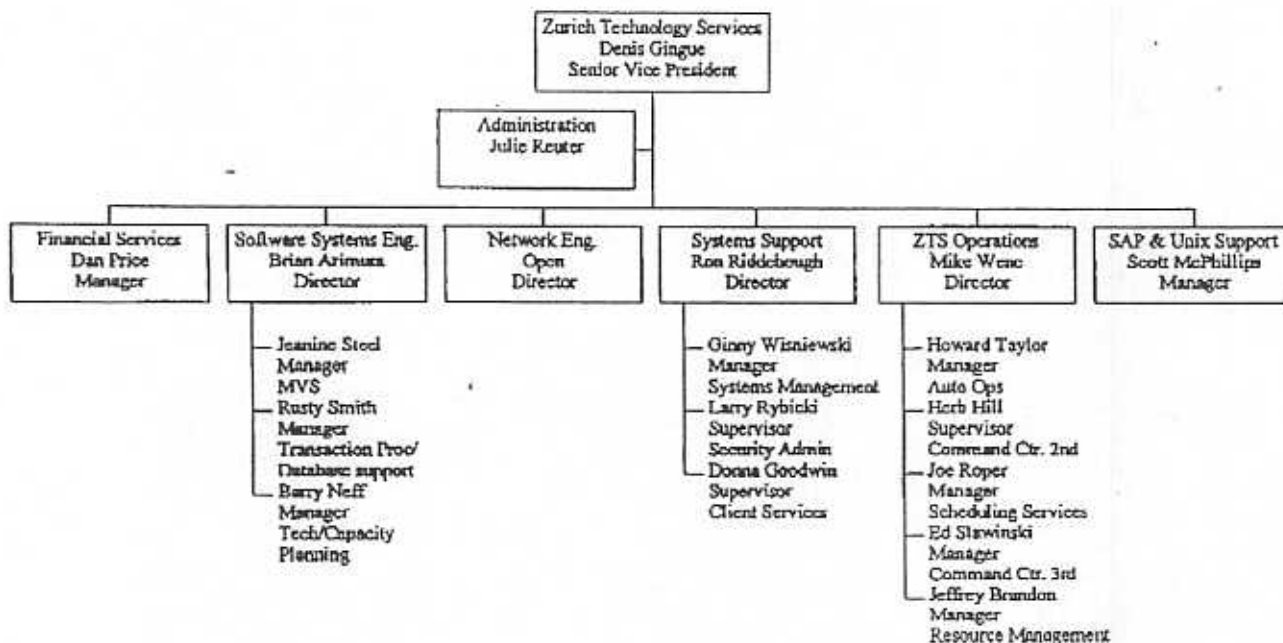
ZTS Organization Charts

Figure 1
ZTS Functional Organization



APPENDIX 1: ZTS Organization Charts

Figure 2
ZTS Management Organization



APPENDIX 1: ZTS Organization Charts

Figure 3
ZTS Operations (Page 1)

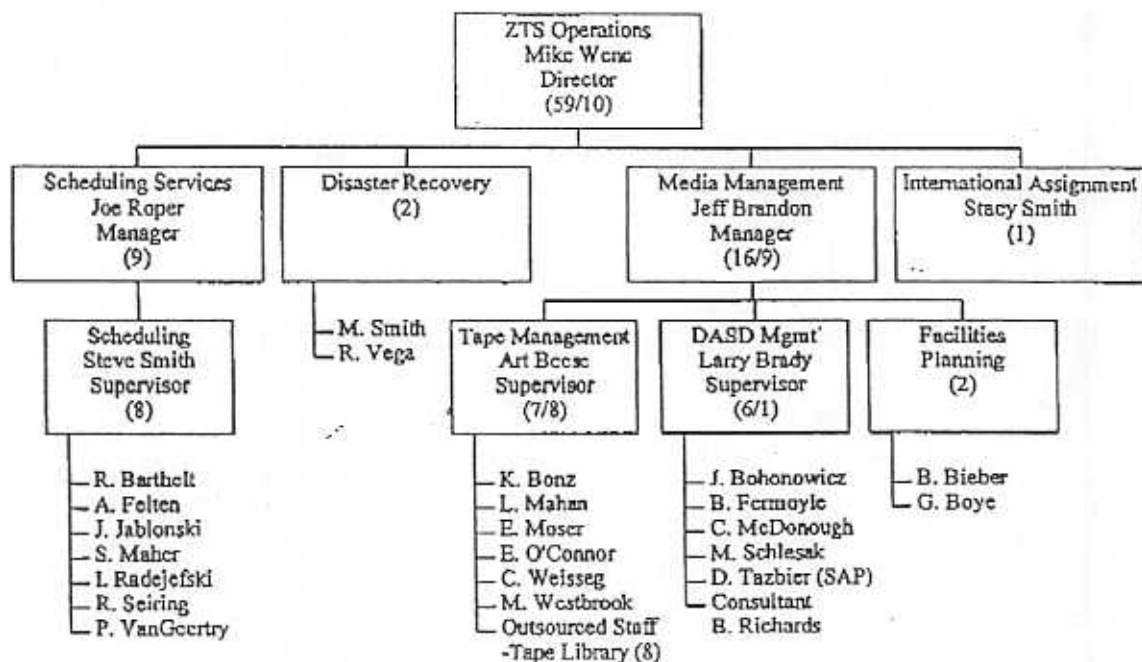
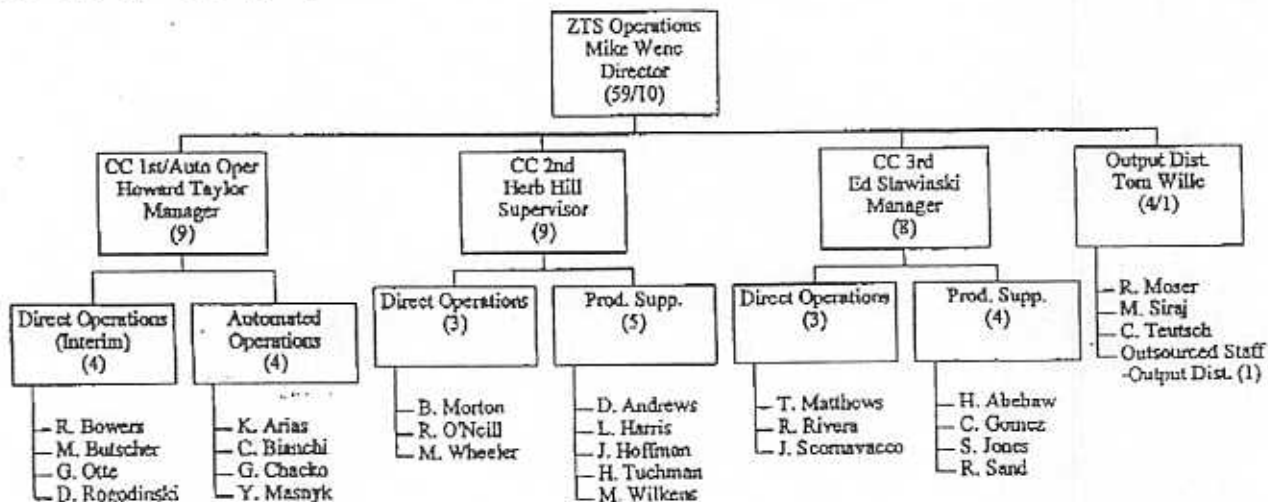


Figure 4
ZTS Operations (Page 2)



APPENDIX 1: ZTS Organization Charts

Figure 5
ZTS Technical Architecture (Page 1)

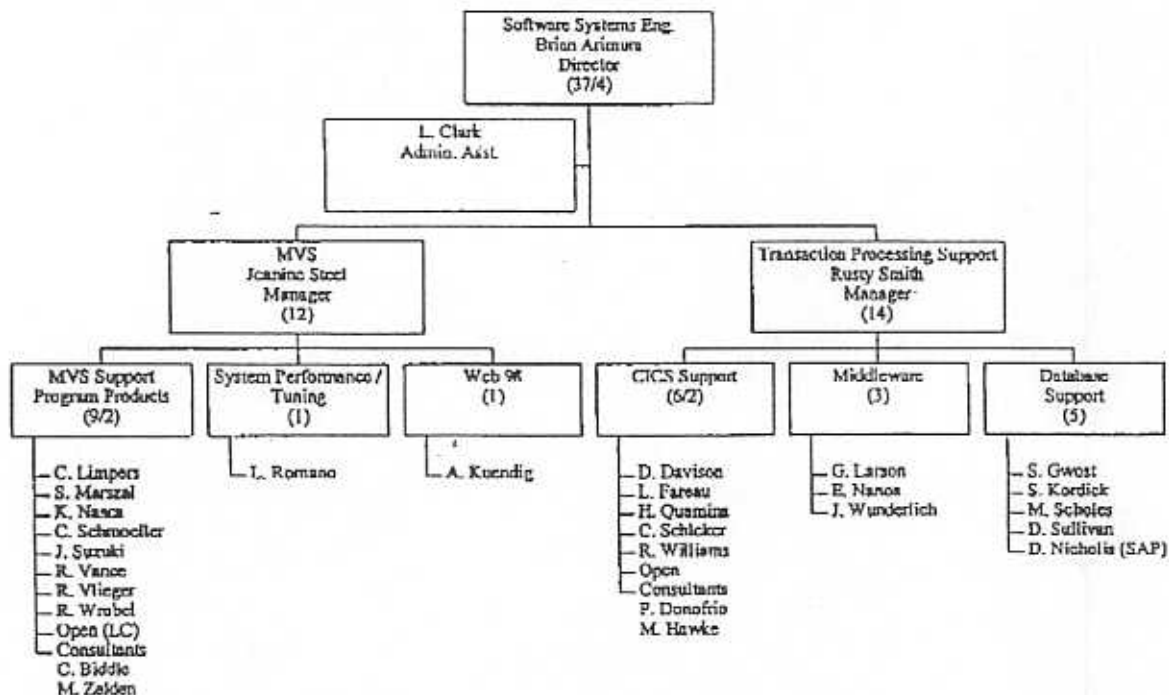
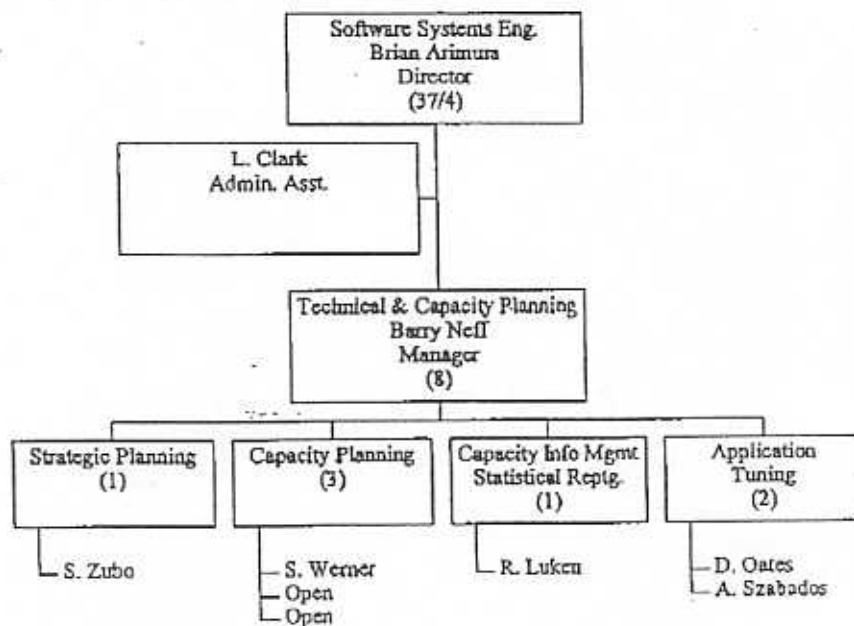


Figure 6
ZTS Technical Architecture (Page 2)



APPENDIX 1: ZTS Organization Charts

Figure 7
ZTS Systems Support

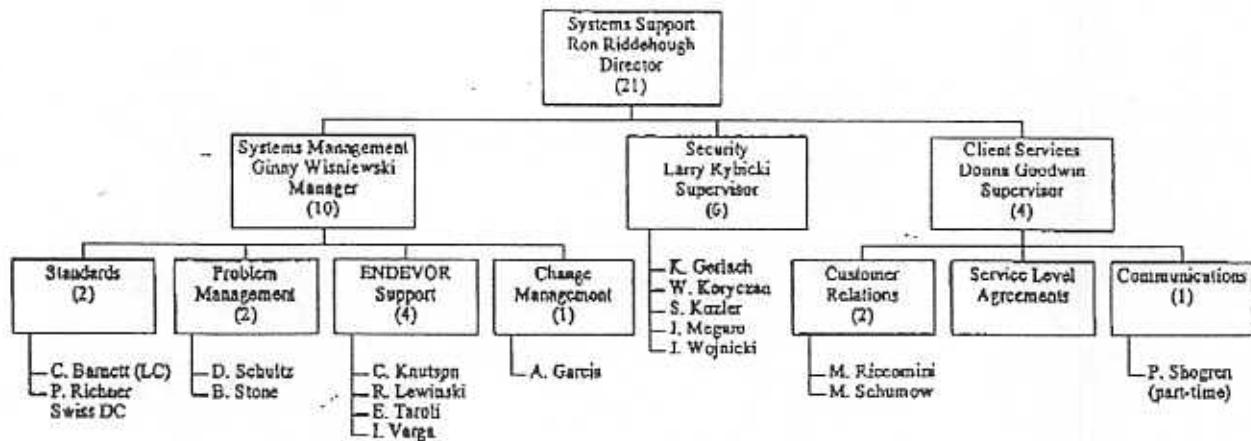
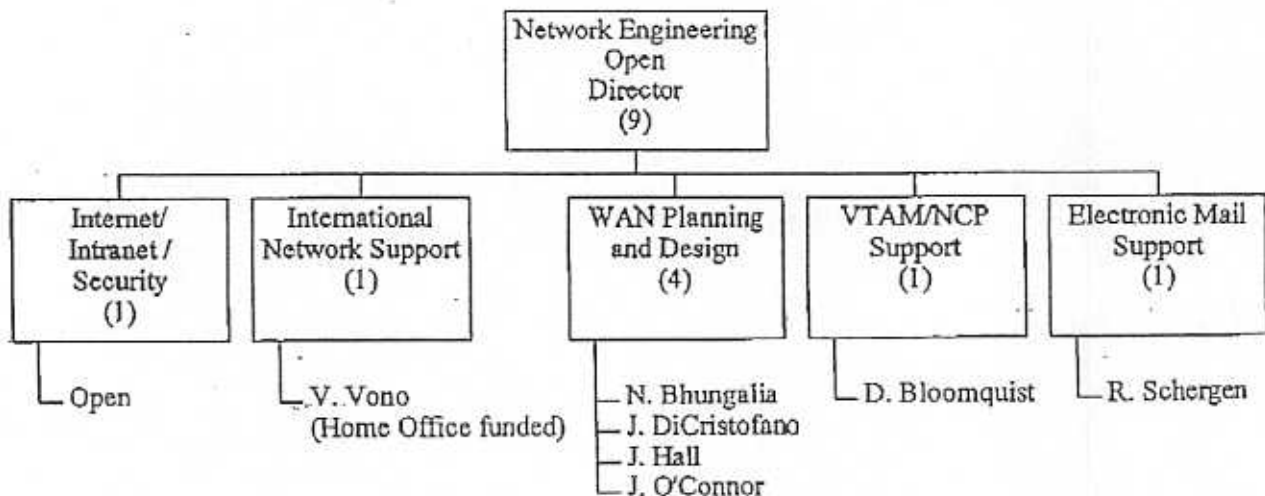


Figure 8
ZTS Network Engineering



APPENDIX 1: ZTS Organization Charts

Figure 9
ZTS SAP & UNIX

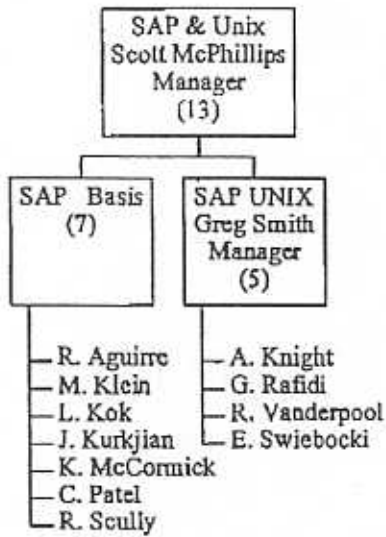
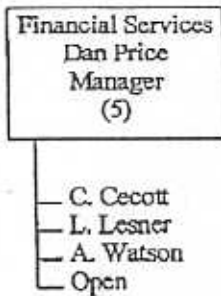


Figure 10
ZTS Financial Services



APPENDIX 2: ZTS Personnel List

ZTS Personnel List

This topic contains a list of all ZTS personnel. This information is confidential and is found only in version A.

* (Not included for Security Reasons)

APPENDIX 3: Hardware Inventory List

Hardware Inventory List

This topic contains a current listing of the hardware used for ZTS data processing.

For security reasons, this information is found only in the A version.

*** (Not included for Security Reasons)**

APPENDIX 4: Software Inventory List

Software Inventory List

This topic contains a current listing of all software products used in ZTS data processing.

For security reasons, this information is found only in the A version.

* (Not included for Security Reasons)

APPENDIX 5: WAN Infrastructure

WAN Infrastructure

* (Not included for Security Reasons)

Exhibit E

Equipment and Additional Services

Equipment

1. 2 IBM 3172
2. 1 AS/400

Additional Services:

1. Lanier Printing Facility

Exhibit F

Operating Level Agreement

Exhibit F
Operating Level Agreement

between

**Zurich American Insurance Company (“Vendor” or
“ZTS”)**

and

**The Home Insurance Company in Liquidation
 (“Customer” or “Home”)**

Operating Level Agreement

The Operating Level Agreement (OLA) is attached to and made part of the Information Services Technology Agreement ("Agreement") between Vendor and Customer. This OLA augments the Agreement by documenting the service standards agreed to by the parties which define the successful delivery of Services.

Section of Agreement
Service Listing and Responsibility Matrix.....
Performance Measures and Standards.....
Cost of Services.....
Customer Tracking & Reporting.....
Corrective Action Process.....
Special Considerations.....

STRATEGIC INTENT

The objectives of this document are to:

- Define a framework and standards for providing Services to Customer

The OLA achieves these objectives by:

- Outlining the formal interface between Vendor and Customer and describing the service levels agreed to by Vendor and Customer for the Services
- Outlining rules, procedures, and responsibilities for both Vendor and Customer
- Defining a reporting structure for reviewing the actual service levels achieved by Vendor against specified targets
- Defining a process that allows changes and continuous improvements to service levels and the overall scope of Service to be made in a controlled and structured manner

Services levels provided under the OLA relate to :

- Provision and maintenance of all necessary computer and communications hardware equipment to HOME.
- Provision and maintenance of all necessary systems software.
- Ensuring that all necessary components are operational and available during agreed to time schedules as put forth in this document.
- Ensuring that all necessary components are promoted to production status according to mutually approved change management standards.

Application maintenance, enhancement and development are not within the scope of the Agreement. These functions are being provided by a third party vendor contracted to Customer. If there are any initiatives to be provided by Vendor for support services or functionality not provided in the Agreement, they will be covered under separate agreements between Vendor and Customer or amendments to the Agreement.

The OPERATING LEVEL AGREEMENT

The OLA provides a means of documenting established, measurable, agreed-to targets of performance on Services provided by Vendor. The OLA will help create a shared understanding about Services and responsibility by defining, in detail, service delivery requirements acceptable to Customer and Vendor.

Four sets of elements are necessary to ensure a successful engagement:

1. Service Elements
 - Services provided

Operating Level Agreement

- Conditions of service availability
 - Service standards
 - The responsibilities of both parties
 - Problem Management Process and Dispute Resolution procedures
 - How to request Services
2. Management Elements
- How service effectiveness will be tracked
 - How information about service effectiveness will be reported
 - How service related disagreements will be resolved
3. Specified Exclusion..
- Pricing of Services

POLICIES

- Services to Customer will be provided in accordance with the following: Services will be delivered based on the service standards provided under Performance Measures and Standards, And Special Considerations. exhibits attached hereto. Actual service levels will be monitored, reported, and evaluated against the service standards provided under CUSTOMER TRACKING AND REPORTING exhibit. For each service described in the OLA, tracking mechanisms and reporting processes are defined and used. Where no history is available or no standards specified, the most recent six months performance will be used to establish the initial service commitment.
- Vendor is only responsible for corrective action in accordance with the corrective action routines specified in the Agreement

REVIEW MEETINGS

Review meetings shall take place on a quarterly basis. At least one representative from Vendor and Customer shall attend. The objectives of these meetings are to:

- Introduce any new service standards
- Review service delivery since the last review
- Address any major deviation from current service standards
- Resolve (or reach agreement on a method of resolving) any conflicts or concerns about service delivery
- Evaluate services in light of current business needs and available resources
- Discuss changes planned or in progress to improve service effectiveness
- Negotiate changes, as needed, to service levels, responsibilities, service tracking, reporting, or other matters deemed pertinent
- Update the OLA to reflect any changes in the environment

Each representative is responsible for communicating the outcome of those meetings to his or her respective group.

PROBLEM MANAGEMENT PROCESS and DISPUTES

Conflicts or Disputes involving service delivery should be escalated according to the following process:

Generally all service issues will follow the Problem Management Process attached to the OLA.

Customer should contact the Vendor liaison with information pertaining to the service in question.

The liaison will contact the provider and/or recipient of the service in question. The liaison will notify the person reporting the service delivery problem the outcome of the discussion.

The directors responsible for delivery of the service will be contacted by the liaison if service issues continue.

The liaisons and involved directors will, if necessary, involve the Customer CIO & Vendor CTO.

Further escalation will be decided by the CIO & CTO.

SERVICE LISTING AND RESPONSIBILITY MATRIX

Services Provided by ISD	Key Activities Performed	Responsibility		Performance Measures
		ISD (ZTS/ATS)	HOME	
Production Application Hosting – Mainframe & Distributed Systems (i.e., AS400)	Host Environment Planning			Application Availability Response Time Change Management Problem Notification Joint planning meetings Production Job Scheduling Outbound tape processing
	• Identify host environment requirements	ZTS	HOME	
	• Capacity planning	ZTS	HOME	
	Monitoring	ZTSZTS	HOME	
	• Production environment		HOME	
	• Transaction response times	ZTS		
	Operating	ZTS		
	• Production IMS			
	• Production batch scheduling & run time support	ZTS		
		ZTS		
	• Production on-line	ZTS		
	• Storage media	ZTSZTS		
	• Report delivery			
	• Tape management	ZTS		
	Change Management		HOME	
	• Notify of planned application changes	ZTS		
	• Notify of planned data center changes			
	• Upgrade data center hardware, software	ZTS	HOME	
	• Submit application production changes			
	• Install application production changes	ZTS	HOME	
			HOME	
	Fault Isolation & Resolution			
	• Notify HOME Help Desk of problems	ZTS		
	• Notify HOME of data center problems			
	• Isolate & resolve application problems	ZTS		
	• Isolate & resolve system problems			
	• Communicate application outage incidents			
	• Communicate system outage incidents			

Operating Level Agreement

Services Provided by TSD	Key Activities Performed	Responsibility		Performance Measures
		TSD (ZTS/TTS)	HOME	
Application Test Hosting – Mainframe & Distributed Systems (i.e., AS400)	Monitoring			Availability (Test IMS & TSO) Response Times
	• Testing environment	ZTS		
	• Transaction response times	ZTS		
	Operating			
	• Test IMS	ZTS		
	• TSO	ZTS		
	• Test batch	ZTS		
	• Storage media	ZTS		
	Fault Isolation & Resolution			
	• Notify data center of problems	ZTS	HOME	
Disaster Recovery	• Isolate & resolve application problems	ZTS	HOME	Successful execution of disaster recovery plan (cost effective, buy-in, test or actual)
	• Isolate & resolve system problems			
	Service Reporting			
	• Communicate data center outage incidents	ZTS		
	Disaster Recovery Planning			
	• Identify critical applications		HOME	
	• Develop DRP plan			
	Disaster Recovery Testing	ZTS		
	• Participate in drills	ZTS	HOME	
	• Conduct DR drills	ZTS		
	Disaster Declaration			
	Critical Applications Restored	ZTS	HOME	
		ZTS	HOME	

Operating Level Agreement

Services Provided by TSD	Key Activities Performed	Responsibility		
		TSD (ZTS/ITS)	HOME	Performance Measures
External Data Communications (Network)	Network Planning			Network availability Change execution
	• Identify network requirements	ZTS	HOME	
	• Capacity planning	ZTS	HOME	
	Monitoring			
	• Network utilization	ZTS	HOME HOME	
	• Transaction response times	ZTS		
	• Network Availability	ZTS		
	• .			
	Operating			
	• Network			
	• Provide backup service			
	• Manage WAN provider			
	Change Management			
	• Notify of planned location & application changes	ZTS	HOME	
	• Notify of network changes	ZTS		
	• Upgrade network hardware, software	ZTS		
	Fault Isolation & Resolution			
• Notify Customer Support Center of problems	ZTS	HOME HOME		
• Notify HOME of network problems	ZTS			
• Isolate & resolve network problems				
Service Reporting	ZTS			
• Communicate network outage incidents	ZTS	HOME		
	ZTS			
Security Administration (All Platforms)	Security Infrastructure			Security of infrastructure USERID Processing turnaround GITS Assessment
	• Collaborate with HOME & GITS to establish security framework	ZTS	HOME	
	• Administer security processes	ZTS	HOME	
	• Collaborate with ITS/ZTS and HOME in security planning and development for systems and application software	ZTS		

PERFORMANCE MEASURES AND STANDARDS

Performance Measures for TSD	Service	Description	Baseline Goal	Reporting Method
Availability	Application Hosting & Application Development Hosting	Percentage of time application is functionally available during scheduled hours	See Table A	Monthly ZTS Operations Report & Quarterly Balanced Scorecard
Response Time	Application Hosting - Mainframe & Distributed Systems	Time for an end-to-end transaction to execute, including desktop, application, server response time	Refer to Table B (by application)	On demand
Change Execution	Application Hosting - Mainframe & Distributed Systems & Network	Provide communication, planning and coordination of all changes to the environment for ZTS changes, and manage the orderly promotion of all changes into the production environment	Number of emergency changes not to exceed 3% for HOME or ZTS changes.	Weekly change meeting conference call with all applicable BP's
Joint Planning Meetings	Application Hosting & Application Development Hosting	Host capacity and resource planning meetings for all platforms	At least two meetings per year.	Meeting minutes
Problem Notification	Application Hosting & Application Development Hosting	Elapsed time for ZTS to notify the applicable HOME support staff (or vice versa) of a production resource failure.	HOME will be notified within 15 minutes of a production problem and problem status information will be provided every hour for sev/1 problems until the resolution of the problem.	HOME management feedback to ZTS
Successful recovery of production environment	Disaster Recovery	Success defined in terms of cost-effective plan that is accepted by the business units and adequately tested to recover all mission-critical production applications	Two successful live drills per year. (Host and AS400 only at this time)	Major Project Status Report (monthly)
Network Availability	Network Communications	Percentage of time during which Network infrastructure is available and provides qualified router sites to the end user.	99.9%	Monthly Network Management Reports
Security of Infrastructure	Security Administration	Number of mainframe, distributed systems and network security breaches per year across all platforms.	Zero	Corporate security meeting reports (monthly)
USERID processing	Security Administration	Set up or deletion of userids across all platforms	2 business days for new userid's - 1 business day for deletions	Network Control Center Report (monthly)
GITS Assessment	Security Administration	Collaborate to address any exposures identified via the annual GITS assessment process	Elimination of security exposures within an acceptable timeframe as defined by senior management	Network Control Center Report (monthly)
Outbound tape processing	Application Hosting	Send outbound tape cartridges generated on the HOME system at ZTS to customers per schedule	98% on schedule	TBD
Production Job Scheduling	Application Hosting	Provide timely execution of production batch job schedules	(98% run on time with no problems	Monthly ZTS Operations Report

COST OF ZTS SERVICES

ZTS Costs

- **Monthly Service Billing for Application Hosting – Mainframe & Application Development – Mainframe Services**

Monthly bills will be distributed by company (ZUS, UUG, F&D, etc.). Rates are based on recovering all ZTS data center expenses based upon each company's usage. Year 2000 rates as follows:

2000 Rates

CPU Peak	\$0.002558
Non Peak	\$0.001663
Weekend	\$0.001279

Tape Mounts	\$3.228
Tape Utilization	\$0.436 Volume/Mo
Disk Utilization	\$69.117 /GIGABYTE/Mo

Unit costs for the Lanier services:

- \$.023/image
- \$.050/sheet for finishing
- Postage Charges will be allocated by actual costs.
- Envelopes to be provided by HOME

Direct Billing

Monthly bills of data center expenses incurred solely by HOME will be administered by ZTS and direct charged to HOME.

HOME will receive a monthly ZTS bill and allocate expenses internally.

- **Monthly Service Billing for Application Hosting & Application Development Environments – AS400 Services**

Direct Costs

ZTS labor and hardware that are dedicated to support a discrete AS400 application. Servers are charged a standard rate by processor type. DASD portion of the hardware costs is charged at a standard rate (same as mainframe DASD usage). These expenses are direct charged to HOME using the application.

Shared Costs

Includes overhead such as travel, direct operating expenses, etc. that do not fall into any other category & infrastructure costs for hardware and software that are shared by all AS400 applications. These costs are allocated to each application (and thus each HOME that owns the application) based on the percentage of servers used by the application as a part of the entire AS400 complex.

HOME will receive a monthly ZTS bill and allocate expenses internally.

- **Security Administration and Disaster Recovery**

Expenses included in Application Hosting and Application Development rates.

- **External Data Communications**

Measure all network traffic and charge HOME directly for usage
Shared equipment, circuits & staff charged to HOME based on percentage of usage
HOME receives monthly ZTS bill and allocates internally within HOME as required
All dedicated line charges and equipment billed directly to HOME remote offices

CUSTOMER TRACKING AND REPORTING

ZTS Reports	Responsible	Purpose	Distribution	Frequency & Timeliness
ZTS Operations Report	R. Riddehough	Identify monthly performance metrics and trends of the data center	HOME CIO's, liaisons, ZTS management, etc.	Monthly
Service Billing Report	D. Price	Communicate ZTS usage, rates and total billing by HOME	CIO's, liaisons, IT financial managers, ZTS management	Monthly
Monthly Availability Report	R. Riddehough	Communicate overall availability of production IMS applications during a calendar month categorized by cause of outage.	CIO's, liaisons, ZTS management, etc.	Monthly
Daily Snapshot Report	R. Riddehough	Communicate early analysis of daily availability of production IMS applications.	CIO, liaisons, ZTS management, etc.	Daily each A.M.
Major Project Status Report	R. Riddehough	Communicate status of major projects in ZTS.	CIO, liaisons, ZTS management, etc.	Monthly
Disaster Recovery Drill Summary Report	M. Wenc	Identify summary of each live DR drill results versus plan. Identify action items to rectify any components that were not successfully recovered.	CIO's, liaisons, ZTS management, etc.	Within 30 days following each DR Drill
Disaster Recovery Drill Planning Documents	M. Wenc	Identify detailed objectives, testing scripts and plans for each live DR drill.	Posted on ZTS General Information Notes data base (links sent to all representatives). Also accessible thru ZTS Web page.	Monthly
AT&T Network Management Report	D. Gingue	Communicate monthly WAN availability, outages, time to repair and MTTR.	TSD Management	Monthly

SPECIAL CONSIDERATIONS

Table A

Mainframe Application Availability

Application	Prime Time%	Overall % (as scheduled)	Scheduled Availability
TBD	99.5%	98%	7:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00

* - Also available Saturday 07:00 – 17:00

- Reduced service levels are in effect for six months after HOME consolidation

AS400 Application Availability

Application	Prime Time%	Overall % (as scheduled)	Scheduled Availability (Mon – Fri)
	99.5%	98%	07:00 – 21:00
	99.5%	98%	07:00 – 21:00

* - Also available Saturday 07:00 – 17:00

- Reduced service levels are in effect for six months after HOME consolidation

TSO Availability

Application	Prime Time%	Overall % (as scheduled)	Scheduled Availability
System	99%	99%	00:00 – 24:00

Environments or applications will be subject to scheduled downtimes for system maintenance. Specific times will be negotiated with both organizations in advance.

Table B

Application Response Time (end-to-end)

Application	Conformance Req.	Normal Workdays
All locations	95.0%	less than 3 seconds for 95% of transactions

Measured by a stopwatch against a standard set of transactions (and performed on a standard basis).

Lanier Printing Service Level 1

Description:

HOME Applications to be printed and finished by the end of the next business day, following receipt of the print file.

Service Level:

1. 98% of the application printed and finished by close of business on the business day following receipt of the print file
2. If availability of print file is beyond four hours late of it's average availability time, any volume late due to this late availability of the print file, will not be included in the "late count". All reasonable attempts to get this mail, or as much as possible, out on time will be made.
3. If the cycle volume is above 120% of its average cycle volume, any volume late which exceeds 120% of the average cycle volume, and that is a direct result of the increased volume, will not be included in the "late count". All reasonable attempts to get this mail, or as much as possible, out on time will be made.
4. See Addendum

Calculation:

The number of application reports/packages produced on time divided by the total number of daily reports equals the on time percentage to be reported monthly by application and total.

Responsibilities:

Customer:

5. Manage the application development and maintenance efforts to minimize application abends.
6. Notify the CDC Manager as soon as application problems are suspected or encountered.
7. Participate in quarterly planning meetings and keep CDC aware of growth and upcoming changes in volume or requirements.
8. Minimize application reprocessing leading to redundant printing and finishing.
9. Support funding requests for approved increases in capacity and/or staffing.
10. Execute jobs earlier in the cycle, where possible, to expedite processing.
11. Notify CDC as soon as it is determined that a print file is not needed to avoid wasting printer/finishing time.
12. Notify customer immediately when a document is destroyed and needs to be reprinted.
13. Return originals back to customer after job completion.

CDC:

14. Maintain hardware capacity to support known workload for both printing and finishing environments to avoid schedule constraints.
15. Respond immediately and appropriately to problem notification.
16. Inform the Customer Liaison as outlined in the Application Profile Sheets when problem situations are resolved.

17. Participate in quarterly planning meetings and recommend modification to delivery schedules as needed to avoid crisis situations.
18. Research and recommend workload changes, scheduling changes and other strategies for delaying capacity and/or staffing increases.
19. Report daily performance via e-mail on current status of all work being processed.

HOME Printing Service Level 1 Addendum

Description of Requirements:

As a result of HOME's outsourcing its Data Center operations to ZTS, Lanier Professional Services will assume the mainframe printing operations. The HOME closeout processing begins on the first business day of each month, excluding holidays. Specifically, Lanier will be required to **complete the printing of the Claim Exhibits report no later than the 3rd business day of the month and shipped to HOME's customers no later than the next day from when Lanier receives the file.** The Claims Exhibit output should not exceed 6 boxes of paper on non-quarterly months and between 12-15 boxes on the quarterly runs. There are 2 additional monthly jobs that will create a low volume of Claim Exhibits that are to be printed and mailed by the end of business the day after receipt of the file.

Additionally, Lanier will be required to print low volume weekly Claim Exhibits reports on Monday afternoons after job J83S0700 completes. HOME will initially schedule this job until ZTS completes the conversion to their scheduling system. At that time ZTS will administer the scheduling of this job.

There may be between 1 and 10 'On Request' jobs that produce Claim Exhibits output during the month. All these special requests will generally produce only low volume output and should be mailed by the end of business the day after receipt of the file. HOME, upon request will ask Lanier to overnight the special request Claim Exhibit output back to New York.

During the month, periodic standard reports will be spooled to Lanier for printing and mailed to designated recipients on the Dispatch header sheets. HOME will provide Lanier with all the mailing information when warranted. The total sum of the non-Claim Exhibits reports should not exceed 6-8 boxes of paper. In the event that HOME expects to exceed its monthly volume from special requests HOME will notify Lanier 1 day prior to it being spooled. Volume higher than 20% of the normal print volume may require additional hours to process. In this case, Lanier will communicate to HOME the expected turn around time.

The handling of Claim Exhibits by Lanier will include:

- 1) **The Claim Exhibit Output will be printed, inserted and delivered to the presort house by the end of the next business day, following receipt of the complete file. The Claim Exhibit output should not exceed 30k sheets of paper on non-quarterly runs and 50k sheets of paper on the quarterly runs.**
- 2) **HOME will have additional special pre-printed form requirements during the course of the year that will have to be printed by Lanier. HOME will provide samples and work with Lanier, as they become known.**

Exhibit G

Change Management Process

Change Management Process

ZTS Generated Changes

A ZTS change is any change that impacts the production operating environment. Production is any software affecting any Application that is backed by a Service Level Agreement, and affects service to our clients (both internal and/or external). Most of our test environments are backed by a Service Level Agreement, and therefore, are considered part of the production environment. In addition, a ZTS change request must be submitted for any hardware change which may impact service to our clients.

Window of Change

A change must be implemented after 17:00 CST on Friday and before 07:00 CST on Monday to be considered a normal change. Any change outside this time frame is considered an emergency, requiring the approval of the immediate Director AND either the Director of Operations or the Director of Technical Architecture. Emergency changes should have an explanation of why the change needs to be performed outside the Change Management Guidelines.

Change Preparation

Any known change, future or immediate, is entered into the Change Management System (APPROACH Database). When defining change requirements all change requests must comply with the established change standards and procedures published within this document. Prior to completing a change request, please consider the following:

- Determine what type of impact or outage the change will have,
- Choose a date/time with minimal conflict with other changes
(refer to the *Window of Change* section above)
- Identify if change type is standard or emergency (refer to the *Window of Change* section above)

Note that the Start time of a change includes time required for system shutdown and the End time of a change include times required for system startup and/or back-out process.

Change Management Process

In addition to completing the fields on the form, the following information must be included for every change:

- A description of the Change and its impact on the system(s)
- What testing is required by the user
- What procedural changes will be required after the change is implemented
- What is the implementation date
- What changes are prerequisites or successors to this implementation
- What is the implementation plan including checkpoint determining success/back out
- What is the back out plan.

Change Management is a liaison between the change requester and the users of the system. The users of any Data Center component include the Business Unit as well as the Operations staff. Therefore, the information provided with a change request will be communicated and coordinated with the Business Unit users. In addition, any changes that may affect standards or procedures will be coordinated with the standards review board or the area responsible for maintaining the documented procedures.

Complete a change request form and submit to management for approval.

Note: (use Notes e-mail to alert management and change group about change request)

Change Management will approve a change request upon receipt of the manager's approval and if it adheres to established guidelines.

Change Meetings

Changes for implementation that week must be entered into the Change Management System prior to the Preplanning Meeting at 3:00 p.m. on Tuesday. Managers can approve changes prior to this meeting, however approval can be provided at the time of the meeting if the manager is in attendance. All changes for that week will be discussed at the Preplanning Meeting. ZTS Change Management, Change Requesters and/or their manager must be in attendance at this meeting and will review the request for adherence to the Change Management standards and guidelines and to ensure the requested time is coordinated with all other changes.

Any change that is received after the Preplanning Meeting (3:00 p.m. on Tuesday) is considered an emergency, requiring approval by the immediate Director AND either the Director of Operations or the Director of Technical Architecture. Change Management must be notified of the change (extension 3210).

Change Management Process

The ZTS Change Management Timeline is produced on Tuesday at 4:00 p.m. and distributed to the BU Liaisons and ZTS staff. This report will be used for the Change Management Meeting on Wednesday at 9:00 a.m.

All changes are presented to the client companies at the Wednesday Change Management Meeting. The times for each company are:

ZA	-	09:00
UUG		09:15
F&D		09:30
MIG		09:45
HOME		10:00

During this meeting, the Client company is informed of the changes and accepts, denies, or postpones the request. The BU's decision is based on processing requirements or application testing/implementation that had not been previously communicated to the Change Management group. Each Business Unit is requested to provide upcoming processing needs and any other changes that are also being scheduled for implementation to eliminate any last minute rescheduling.

A representative from each area planning to implement a change must be in attendance at the ZTS Change Management meeting and should be prepared to answer questions from the client companies regarding the change.

On Friday, at 9:00 a.m. a follow-up Weekend Change Planning meeting will be held to discuss the final logistics of the weekend activity. All change implementers are required at this meeting as well as the Operations staff that will be on-site during the change window.

Post Implementation

If a change was not implemented as planned, or was implemented but had additional problems or needed to be backed out, the software programmer needs to report the issue to the Exception Reporting Phone Line by midnight of the scheduled implementation day.

One of the following numbers can access this phone line:

1. (847) 605-3400 - Press 2004 - external phone line
2. (800) 936-5873 - Press 2004 - external phone line
3. 3400 - Press * 2004 - internal phone line

Blue quick reference cards are available from Change Management.

Change Management Process

Application Change Guidelines

Window of Change

Test CICS Changes can be performed twice a week on each company. The implementation windows are as follows:

ZA/MIG

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 04:00 on Tuesday or Friday. The changes will be effective when the regions come up on Tuesday or Friday.

F&D/UUG/HOME

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Monday or Thursday. The changes will be effective when the regions come up on Tuesday or Friday.

Production CICS Changes can be performed once a week on each company. The implementation windows are as follows:

ZA Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 04:00 on Friday. The changes will be effective when the regions come up on Friday.

F&D Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Thursday. The changes will be effective when the regions come up on Friday.

UUG Monday, effective Tuesday. Packages should be cast at least one prior, with an execution window of 20:00 on Monday. The changes will be effective when the regions come up on Tuesday.

MIG Friday, effective Saturday. Packages should be cast at least on day prior, with an execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

HOME Friday, effective Saturday. Packages should be cast at least on day prior, with an execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

Change Management Process

Low Impact Changes

A low impact change is a change that has limited user exposure, usually involving a couple of elements. They may also be commonly handled changes, or changes that are easily backed out.

Package ID: The package ID should begin with *B3*, where B is the BU code, and 3 indicates a low impact change category. The package should have a one day lead time between the cast date and the execution date.

EX: Z3DM00BTSGDLC101

Medium Impact Changes

A medium impact change provides a greater exposure to users, and may result in lack of required business services if it fails. The change should have been communicated verbally with a member of the ZTS Change Control staff at least 10 days prior to the implementation date. It may also be necessary to schedule a pre-implementation meeting to discuss all support requirements for the change.

Package ID: The package ID should begin with *B2*, where B is the BU code, and 2 indicates a medium impact change category. The package should have a one day lead time between the cast date and the execution date (having been verbally communicated 10 days prior with Change Control).

EX: U2DBA00CDLC30001

Major Impact Changes

A major impact change could effect all DP users, crosses two or more applications, and/or have major impact on delivery of services if a change failure occurs. The change should have been communicated orally with a member of the ZTS Change Control staff at least 15 days prior to the implementation date. A pre-implementation meeting must be held to discuss all support requirements for the change.

Package ID: The package ID should begin with *B1*, where B is the BU code, and 1 indicates a major impact change category. The package should have a one day lead time between the cast date and the execution date (having been verbally communicated 15 days prior with Change Control).

EX: C1CCCOSBMC531601

Emergency Changes

An emergency change is a change that must be implemented outside the normal change control time frame for changes.

Package ID: The package ID should begin with *BE*, where B is the BU code, and E indicates an emergency change. No specific lead time is required for the package.

EX: FEDM00BSDLC0101

Exhibit H

Customer Software

STREAM	UNIT ID	SYSTEM ID	06/22/00	VALUE, APABASE
J04S0700	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S0800	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S0900	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S1000	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S1700	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S1800	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S4000	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04S6200	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04T3400	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J04T3600	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J0420100	LOSS PROCESSING	PYRAMID SYSTEM TEST		
J06M0100	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0200	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0300	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0400	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0500	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0600	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0700	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0800	LOSS PROCESSING	PYRAMID CONVERSION		
J06M0900	LOSS PROCESSING	PYRAMID CONVERSION		
J06M1000	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0100	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0300	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0400	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0500	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0600	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0700	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0800	LOSS PROCESSING	PYRAMID CONVERSION		
J06S0900	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1000	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1100	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1200	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1300	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1500	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1600	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1700	LOSS PROCESSING	PYRAMID CONVERSION		
J06S1800	LOSS PROCESSING	PYRAMID CONVERSION		
J06S2000	LOSS PROCESSING	PYRAMID CONVERSION		
J06S2100	LOSS PROCESSING	PYRAMID CONVERSION		
J06S2200	LOSS PROCESSING	PYRAMID CONVERSION		
J06S2300	LOSS PROCESSING	PYRAMID CONVERSION		
J10M0800	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10M1000	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10M1100	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10S0100	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10S0300	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10S0900	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10S1000	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10S1100	LOSS PROCESSING	HEALTH CARE PROVIDER		
J10905MP	LOSS PROCESSING	HEALTH CARE PROVIDER		
J11M1900	FINANCIAL PROCESSING	MISCELLANEOUS AUTOMOBILE		
J11M5100	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J11S0200	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J11S1000	FINANCIAL PROCESSING	MISCELLANEOUS OTHER		
J11S2000	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J11S7100	UNASSIGNED	SERIES ID: J11		
J11S7300	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J11S8200	UNASSIGNED	SERIES ID: J11		
J11S8700	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J11S9800	FINANCIAL PROCESSING	ANNUAL STATEMENT		
J12DRBNK	LOSS PROCESSING	DRAFT SERIES		
J12DRUNR	LOSS PROCESSING	DRAFT SERIES		
J12M0100	LOSS PROCESSING	DRAFT SERIES		
J12M0200	LOSS PROCESSING	DRAFT SERIES		
J12S0100	LOSS PROCESSING	DRAFT SERIES		
J12S0200	LOSS PROCESSING	DRAFT SERIES		
J12S0300	LOSS PROCESSING	DRAFT SERIES		
J13LOSPD	LOSS PROCESSING	SERIES ID: J13		
J13M0300	LOSS PROCESSING	3RD PARTY ADMINISTRATION		

STREAM	UNIT ID	SYSTEM ID	08/22/00	VALUE.APABASE
J13M0400	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13M0600	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13M0900	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13M1000	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13M2300	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13M2700	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13M2800	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13M2900	LOSS PROCESSING	AXA CANADA		
J13M3100	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13M3200	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13M3400	LOSS PROCESSING	DEDUCTIBLE PROCESSING		
J13M3700	UNASSIGNED	SERIES ID: J13		
J13S0100	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13S0200	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13S0300	UNASSIGNED	SERIES ID: J13		
J13S0400	LOSS PROCESSING	CLM MAMGT REPORT		
J13S0500	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S0700	LOSS PROCESSING	ARCHIVES		
J13S0800	UNASSIGNED	SERIES ID: J13		
J13S0900	UNASSIGNED	SERIES ID: J13		
J13S1100	UNASSIGNED	SERIES ID: J13		
J13S1200	UNASSIGNED	SERIES ID: J13		
J13S1300	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13S1400	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13S1500	UNASSIGNED	SERIES ID: J13		
J13S1600	LOSS PROCESSING	KRL MASTER & SUIT MASTER		
J13S1700	UNASSIGNED	SERIES ID: J13		
J13S1800	UNASSIGNED	SERIES ID: J13		
J13S2000	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S2500	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S2600	LOSS PROCESSING	DEDUCTIBLE PROCESSING		
J13S2700	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S2900	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S3200	UNASSIGNED	SERIES ID: J13		
J13S3300	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S4500	PREMIUM/POLICY WRIT	LRIS PROCESSING		
J13S4600	LOSS PROCESSING	LITIGATION PROCESSING		
J13S4700	LOSS PROCESSING	LITIGATION PROCESSING		
J13S4900	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5000	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5100	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5400	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S5500	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5600	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5700	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S5900	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S6100	LOSS PROCESSING	A.D.R.		
J13S6200	LOSS PROCESSING	A.D.R.		
J13S6300	LOSS PROCESSING	A.D.R.		
J13S6400	LOSS PROCESSING	A.D.R.		
J13S6700	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM		
J13S6900	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S7100	LOSS PROCESSING	EXPENSE RESERVE PROCESSNG		
J13S7200	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S8300	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S8500	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S8700	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9000	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9100	LOSS PROCESSING	OUTGOING TPA (CNA)		
J13S9200	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9300	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9400	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9500	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9600	LOSS PROCESSING	3RD PARTY ADMINISTRATION		
J13S9700	UNASSIGNED	SERIES ID: J13		
J13S9900	UNASSIGNED	SERIES ID: J13		
J14EXTRI	LOSS PROCESSING	CLAIM EXHIBITS		
J14S0300	UNASSIGNED	SERIES ID: J14		
J16S0100	LOSS PROCESSING	DATAWART PROCESSING		

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE.APABASE
J16S0200	LOSS PROCESSING	DATAMART PROCESSING	
J16S0300	LOSS PROCESSING	DATAMART PROCESSING	
J16S0400	LOSS PROCESSING	DATAMART PROCESSING	
J16S0500	LOSS PROCESSING	DATAMART PROCESSING	
J16S0600	FINANCIAL PROCESSING	ACCOUNTS/PAYABLE	
J16S4800	FINANCIAL PROCESSING	DP CHARGEBACK / TELEPHONE	
J20M0600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20M1300	LOSS PROCESSING	SERIES ID: J20	
J20M2000	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20M2200	UNASSIGNED	SERIES ID: J20	
J20M3000	LOSS PROCESSING	SERIES ID: J20	
J20S0100	PREMIUM/POLICY WRITI	BUREAU REPORTING	
J20S0300	LOSS PROCESSING	SERIES ID: J20	
J20S0500	LOSS PROCESSING	SERIES ID: J20	
J20S0900	LOSS PROCESSING	SERIES ID: J20	
J20S0900	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S1000	PREMIUM/POLICY WRITI	WORKERS COMP. (MINN, PA, DEL)	
J20S1600	LOSS PROCESSING	BILLINGS PROCESSING	
J20S2100	LOSS PROCESSING	SERIES ID: J20	
J20S2300	LOSS PROCESSING	SERIES ID: J20	
J20S3200	LOSS PROCESSING	SERIES ID: J20	
J20S3300	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S3600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S3700	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S4300	UNASSIGNED	SERIES ID: J20	
J20S4500	LOSS PROCESSING	REINSURANCE MONITORING	
J20S4700	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S5000	LOSS PROCESSING	SERIES ID: J20	
J20S5600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S5700	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S6300	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S6500	LOSS PROCESSING	COMMUNICATIONS	
J20S6600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S7000	LOSS PROCESSING	SERIES ID: J20	
J20S7400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S7500	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J20S8400	UNASSIGNED	SERIES ID: J20	
J20S9600	FINANCIAL PROCESSING	MISC. WORKERS COMPENSATION	
J20S9800	UNASSIGNED	SERIES ID: J20	
J20S5600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J21STAT5	UNASSIGNED	SERIES ID: J21	
J22M0800	AD-HOC REPORTING	AD-HOC	
J22M1200	FINANCIAL PROCESSING	MIS PROCESSING	
J22S0400	FINANCIAL PROCESSING	MISC. WORKERS COMPENSATION	
J22S0700	AD-HOC REPORTING	AD-HOC	
J22S0900	AD-HOC REPORTING	AD-HOC	
J22S1000	FINANCIAL PROCESSING	INFORCE POLICIES	
J22S1200	FINANCIAL PROCESSING	MISCELLANEOUS OTHER	
J22S1400	LOSS PROCESSING	SERIES ID: J22	
J22S1500	FINANCIAL PROCESSING	MIS PROCESSING	
J22S1900	FINANCIAL PROCESSING	MISC. COMMERCIAL LINES	
J22S2000	AD-HOC REPORTING	AD-HOC	
J22S2200	FINANCIAL PROCESSING	INFORCE POLICIES	
J22S2300	UNASSIGNED	SERIES ID: J22	
J22S2400	UNASSIGNED	SERIES ID: J22	
J22S5400	AD-HOC REPORTING	AD-HOC	
J22S5600	AD-HOC REPORTING	AD-HOC	
J22S7700	AD-HOC REPORTING	AD-HOC	
J23S0200	PREMIUM/POLICY WRITI	PRODUCER-AUTOMATION	
J23S0400	PREMIUM/POLICY WRITI	PRODUCER AUTOMATION	
J24M0100	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24M0300	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24M0600	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24M1000	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24M1300	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24M1500	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24M1600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24M1700	UNASSIGNED	SERIES ID: J24	
J24M1800	UNASSIGNED	SERIES ID: J24	

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE.APABASE
J24S0100	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S0200	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S0400	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S0800	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S0900	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S1200	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S1600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S2300	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S2400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S2500	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S3000	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S4300	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S4400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S4500	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S4600	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S4700	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S4800	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S4900	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S5000	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24S5400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S6300	FINANCIAL PROCESSING	SERIES ID: J24	
J24S6400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S6500	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S6600	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J24S6700	UNASSIGNED	SERIES ID: J24	
J24Z0100	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J24Z0800	FINANCIAL PROCESSING	ANNUAL STATEMENT	
J27M0700	FINANCIAL PROCESSING	GENERAL LEDGER	
J27M0800	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S2500	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S2700	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S2800	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S2900	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S3000	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S3100	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S3400	FINANCIAL PROCESSING	GENERAL LEDGER	
J27S3500	FINANCIAL PROCESSING	GENERAL LEDGER	
J28M0400	FINANCIAL PROCESSING	PREMIUM TAX PROCESSING	
J28S0400	FINANCIAL PROCESSING	PREMIUM TAX PROCESSING	
J28S1000	FINANCIAL PROCESSING	PREMIUM TAX PROCESSING	
J30S0100	UNASSIGNED	SERIES ID: J30	
J30S0200	UNASSIGNED	SERIES ID: J30	
J36M0100	LOSS PROCESSING	QUARTERLY DHL CREATION	
J36M0200	LOSS PROCESSING	SERIES ID: J36	
J36M0300	LOSS PROCESSING	SERIES ID: J36	
J36M0500	LOSS PROCESSING	SERIES ID: J36	
J36M0700	LOSS PROCESSING	SERIES ID: J36	
J36M0900	LOSS PROCESSING	SERIES ID: J36	
J36M1000	LOSS PROCESSING	SERIES ID: J36	
J36M1100	LOSS PROCESSING	RECONCILIATION REPORTING	
J36M1200	LOSS PROCESSING	SERIES ID: J36	
J36M1300	LOSS PROCESSING	SERIES ID: J36	
J36M1400	LOSS PROCESSING	SERIES ID: J36	
J36M1500	LOSS PROCESSING	SERIES ID: J36	
J36M1600	LOSS PROCESSING	SERIES ID: J36	
J36M1800	LOSS PROCESSING	SERIES ID: J36	
J36M2700	LOSS PROCESSING	SERIES ID: J36	
J36M3700	LOSS PROCESSING	AGGREGATE LIMIT	
J36M3800	LOSS PROCESSING	SERIES ID: J36	
J36M4000	LOSS PROCESSING	SERIES ID: J36	
J36M4100	LOSS PROCESSING	SERIES ID: J36	
J36M4400	LOSS PROCESSING	SERIES ID: J36	
J36M4900	LOSS PROCESSING	SERIES ID: J36	
J36M5000	LOSS PROCESSING	SERIES ID: J36	
J36M5100	LOSS PROCESSING	SERIES ID: J36	
J36M5200	LOSS PROCESSING	SERIES ID: J36	
J36M5300	LOSS PROCESSING	SERIES ID: J36	
J36M5400	LOSS PROCESSING	SERIES ID: J36	
J36M5500	LOSS PROCESSING	SERIES ID: J36	

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE APABASE
J36M6400	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J36M6500	LOSS PROCESSING	SERIES ID: J36	
J36M6600	LOSS PROCESSING	SERIES ID: J36	
J36M6700	LOSS PROCESSING	SERIES ID: J36	
J36M6800	LOSS PROCESSING	SERIES ID: J36	
J36M7000	LOSS PROCESSING	SERIES ID: J36	
J36M7400	LOSS PROCESSING	SERIES ID: J36	
J36M7600	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J36S0100	LOSS PROCESSING	CLAIMS DAILY	
J36S0200	LOSS PROCESSING	SERIES ID: J36	
J36S0300	LOSS PROCESSING	SERIES ID: J36	
J36S0400	LOSS PROCESSING	SERIES ID: J36	
J36S0500	LOSS PROCESSING	SERIES ID: J36	
J36S0600	LOSS PROCESSING	SERIES ID: J36	
J36S0700	LOSS PROCESSING	SERIES ID: J36	
J36S0800	LOSS PROCESSING	SERIES ID: J36	
J36S0900	LOSS PROCESSING	SERIES ID: J36	
J36S1000	LOSS PROCESSING	SERIES ID: J36	
J36S1200	LOSS PROCESSING	MIGRATION PROCESSING	
J36S1300	LOSS PROCESSING	SERIES ID: J36	
J36S1400	LOSS PROCESSING	SERIES ID: J36	
J36S1500	LOSS PROCESSING	P A C S PROCESSING	
J36S1700	LOSS PROCESSING	MONTHLY REPORT EXTRACT	
J36S1800	LOSS PROCESSING	PRODUCT LINE F.O. REPORTS	
J36S1900	LOSS PROCESSING	SERIES ID: J36	
J36S2000	PREMIUM/POLICY WRIT	DEDUCTIBLE SYSTEM	
J36S2001	LOSS PROCESSING	SERIES ID: J36	
J36S2100	LOSS PROCESSING	PHANTOM CLAIM REPORTS	
J36S2200	LOSS PROCESSING	SERIES ID: J36	
J36S2300	LOSS PROCESSING	SERIES ID: J36	
J36S2400	LOSS PROCESSING	SERIES ID: J36	
J36S2600	LOSS PROCESSING	BROWSE REPORTS	
J36S2700	LOSS PROCESSING	CLAIM REPORTS	
J36S2900	LOSS PROCESSING	SERIES ID: J36	
J36S3100	LOSS PROCESSING	CLAIM REPORTS (MONTHLY)	
J36S3200	LOSS PROCESSING	SERIES ID: J36	
J36S3300	LOSS PROCESSING	SERIES ID: J36	
J36S3500	LOSS PROCESSING	SERIES ID: J36	
J36S3600	LOSS PROCESSING	SERIES ID: J36	
J36S3700	LOSS PROCESSING	CLAIMS REPORTS	
J36S3900	LOSS PROCESSING	RECONCILIATION FORMS	
J36S4000	LOSS PROCESSING	SERIES ID: J36	
J36S4100	LOSS PROCESSING	SERIES ID: J36	
J36S4200	LOSS PROCESSING	SERIES ID: J36	
J36S4300	LOSS PROCESSING	SERIES ID: J36	
J36S4700	LOSS PROCESSING	SERIES ID: J36	
J36S4800	LOSS PROCESSING	SERIES ID: J36	
J36S4900	LOSS PROCESSING	SERIES ID: J36	
J36S5000	LOSS PROCESSING	SERIES ID: J36	
J36S5100	LOSS PROCESSING	SERIES ID: J36	
J36S5200	LOSS PROCESSING	CLAIM OFF REPORTS (MONTHLY)	
J36S5500	LOSS PROCESSING	SERIES ID: J36	
J36S5600	LOSS PROCESSING	SERIES ID: J36	
J36S5700	LOSS PROCESSING	CLAIMS DAILY	
J36S5900	LOSS PROCESSING	SUPERVISOR REVIEW FORMS	
J36S6200	LOSS PROCESSING	SERIES ID: J36	
J36S6300	LOSS PROCESSING	SERIES ID: J36	
J36S6400	LOSS PROCESSING	SERIES ID: J36	
J36S7000	LOSS PROCESSING	SERIES ID: J36	
J36S7300	LOSS PROCESSING	SERIES ID: J36	
J36S7400	LOSS PROCESSING	SERIES ID: J36	
J36S7700	LOSS PROCESSING	SERIES ID: J36	
J36S7900	LOSS PROCESSING	SERIES ID: J36	
J36S8000	LOSS PROCESSING	SERIES ID: J36	
J36S8200	LOSS PROCESSING	SERIES ID: J36	
J36S8300	LOSS PROCESSING	SERIES ID: J36	
J36S8400	LOSS PROCESSING	SERIES ID: J36	
J36S8700	LOSS PROCESSING	SERIES ID: J36	
J36S8900	LOSS PROCESSING	SERIES ID: J36	

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE.APABASE
J36S9100	LOSS PROCESSING	SERIES ID: J36	
J36S9300	LOSS PROCESSING	SERIES ID: J36	
J36S9400	LOSS PROCESSING	SERIES ID: J36	
J36S9500	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J36S9700	LOSS PROCESSING	SERIES ID: J36	
J36T0300	LOSS PROCESSING	SERIES ID: J36	
J36T0400	LOSS PROCESSING	SERIES ID: J36	
J36T0500	LOSS PROCESSING	SERIES ID: J36	
J36T0700	LOSS PROCESSING	SERIES ID: J36	
J36T0800	LOSS PROCESSING	SERIES ID: J36	
J36T0900	LOSS PROCESSING	SERIES ID: J36	
J36T1000	LOSS PROCESSING	SERIES ID: J36	
J36T1100	LOSS PROCESSING	SERIES ID: J36	
J36T1300	LOSS PROCESSING	SERIES ID: J36	
J36T1800	LOSS PROCESSING	SERIES ID: J36	
J36T2000	LOSS PROCESSING	CORVEL	
J36T2100	LOSS PROCESSING	SERIES ID: J36	
J36T2200	LOSS PROCESSING	CORVEL	
J36T2400	PREMIUM/POLICY WRITI	REINSURANCE SYSTEMS	
J36T2500	LOSS PROCESSING	SERIES ID: J36	
J36T3400	LOSS PROCESSING	SERIES ID: J36	
J36T3500	LOSS PROCESSING	UNBUNDLED TPA CLAIM RPTS	
J36T3600	LOSS PROCESSING	SERIES ID: J36	
J36T3700	LOSS PROCESSING	SERIES ID: J36	
J36T3800	LOSS PROCESSING	SERIES ID: J36	
J36T4300	LOSS PROCESSING	SERIES ID: J36	
J36T4400	LOSS PROCESSING	SERIES ID: J36	
J36T4500	LOSS PROCESSING	SERIES ID: J36	
J36T4900	LOSS PROCESSING	SERIES ID: J36	
J36T5200	LOSS PROCESSING	SERIES ID: J36	
J36T5300	LOSS PROCESSING	SERIES ID: J36	
J36T5400	LOSS PROCESSING	SERIES ID: J36	
J3620100	LOSS PROCESSING	SERIES ID: J36	
J3620200	LOSS PROCESSING	SERIES ID: J36	
J3620400	LOSS PROCESSING	SERIES ID: J36	
J3620900	LOSS PROCESSING	SERIES ID: J36	
J3621000	LOSS PROCESSING	SERIES ID: J36	
J3621200	LOSS PROCESSING	SERIES ID: J36	
J3621500	LOSS PROCESSING	SERIES ID: J36	
J3621600	LOSS PROCESSING	SERIES ID: J36	
J3625200	LOSS PROCESSING	SERIES ID: J36	
J38M0100	LOSS PROCESSING	SERIES ID: J38	
J38S0200	LOSS PROCESSING	SERIES ID: J38	
J38S0300	LOSS PROCESSING	SERIES ID: J38	
J39S9200	FINANCIAL PROCESSING	ACCIDENT YEAR SYSTEM	
J52M0100	UNASSIGNED	SERIES ID: J52	
J52S0100	LOSS PROCESSING	CORVEL	
J53M0100	PREMIUM/POLICY WRITI	MULTI-LINE BILLING	
J61M0200	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61M2200	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61S6800	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61S6900	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61S7000	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61S7100	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J61S7200	FINANCIAL PROCESSING	PAYROLL / HUMAN RESOURCES	
J64IMSTP	UNASSIGNED	SERIES ID: J64	
J64M0500	UNASSIGNED	SERIES ID: J64	
J64M0600	UNASSIGNED	SERIES ID: J64	
J64S0100	UNASSIGNED	SERIES ID: J64	
J64S0200	UNASSIGNED	SERIES ID: J64	
J64S0300	UNASSIGNED	SERIES ID: J64	
J64S0400	UNASSIGNED	SERIES ID: J64	
J64S0500	UNASSIGNED	SERIES ID: J64	
J64S0700	PREMIUM/POLICY WRITI	PREMIUM/STAT PROCESSING	
J64S0900	UNASSIGNED	SERIES ID: J64	
J64S1000	UNASSIGNED	SERIES ID: J64	
J64S1100	UNASSIGNED	SERIES ID: J64	
J64S1200	UNASSIGNED	SERIES ID: J64	
J64S1300	UNASSIGNED	SERIES ID: J64	

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE.APABASE
J64S1400	UNASSIGNED	SERIES ID: J64	
J64S1500	UNASSIGNED	SERIES ID: J64	
J64S1600	PREMIUM/POLICY WRIT	PREMIUM AUDIT SYSTEM	
J64S1800	UNASSIGNED	SERIES ID: J64	
J64S1900	PREMIUM/POLICY WRIT	PREMIUM AUDIT SYSTEM	
J64S2600	UNASSIGNED	SERIES ID: J64	
J64S2800	UNASSIGNED	SERIES ID: J64	
J64S2900	UNASSIGNED	SERIES ID: J64	
J64S3700	UNASSIGNED	SERIES ID: J64	
J64S3800	UNASSIGNED	SERIES ID: J64	
J64S4400	UNASSIGNED	SERIES ID: J64	
J76M0300	FINANCIAL PROCESSING	MIS PROCESSING	
J76M0500	FINANCIAL PROCESSING	MIS PROCESSING	
J76M1100	FINANCIAL PROCESSING	MIS PROCESSING	
J76M1300	FINANCIAL PROCESSING	MIS PROCESSING	
J79K0600	UNASSIGNED	SERIES ID: J79	
J79M0700	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79M0800	UNASSIGNED	SERIES ID: J79	
J79M0900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79S0500	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79S0600	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79S1400	UNASSIGNED	SERIES ID: J79	
J79S1500	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79S1600	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J79S1700	UNASSIGNED	SERIES ID: J79	
J79S1800	UNASSIGNED	SERIES ID: J79	
J79S2200	UNASSIGNED	SERIES ID: J79	
J79S2300	UNASSIGNED	SERIES ID: J79	
J79S2400	UNASSIGNED	SERIES ID: J79	
J79S2500	UNASSIGNED	SERIES ID: J79	
J79Z0600	UNASSIGNED	SERIES ID: J79	
J82AIRNS	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82MOEXP	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82M0300	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82M0400	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82M0500	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82M0600	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82M0700	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82QRADJ	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82S0100	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82S0200	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82S0400	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J82S0500	LOSS PROCESSING	EXPENSE ADJUSTMENTS	
J83M0600	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J83M0700	LOSS PROCESSING	RISK OPTIONS	
J83M1200	LOSS PROCESSING	RISK OPTIONS	
J83PRINA	UNASSIGNED	SERIES ID: J83	
J83PRINT	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J83REPR	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J83S0200	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J83S0300	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J83S0400	LOSS PROCESSING	PROFESSIONAL LIABILITY	
J83S0700	LOSS PROCESSING	CLAIM EXHIBIT - WEEKLY	
J83S1400	LOSS PROCESSING	CLAIM EXHIBIT - WEEKLY	
J83S1500	LOSS PROCESSING	RISK OPTIONS	
J83S1800	LOSS PROCESSING	RISK OPTIONS	
J83S3100	UNASSIGNED	SERIES ID: J83	
J83S3800	LOSS PROCESSING	RETRO DOWNLOAD	
J83S4000	LOSS PROCESSING	RISK OPTIONS	
J83S4200	LOSS PROCESSING	RISK OPTIONS	
J83S4300	UNASSIGNED	SERIES ID: J83	
J83S4400	UNASSIGNED	SERIES ID: J83	
J83S4600	UNASSIGNED	SERIES ID: J83	
J83S4900	UNASSIGNED	SERIES ID: J83	
J83S5100	LOSS PROCESSING	CLAIM EXHIBIT - MONTHLY	
J83TRAIL	LOSS PROCESSING	CLAIM EXHIBIT & OUTGOING	
J85M1300	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85M1400	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85M1500	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	

STREAM	UNIT ID	SYSTEM ID	08/22/00 VALUE.APABASE
J85M2100	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S0200	UNASSIGNED	SERIES ID: J85	
J85S0400	UNASSIGNED	SERIES ID: J85	
J85S1300	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S1800	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S1900	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2000	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2100	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2200	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2300	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2400	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2500	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2600	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2700	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S2900	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S3000	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S3100	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S3300	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J85S3400	PREMIUM/POLICY WRIT	REINSURANCE SYSTEMS	
J87M0400	PREMIUM/POLICY WRIT	PRODUCER AUTOMATION	
J90S2300	LOSS PROCESSING	PREMIUM/LOSS BY ACCOUNT	
J92M0100	UNASSIGNED	SERIES ID: J92	
J92M0800	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92M1700	UNASSIGNED	SERIES ID: J92	
J92M3200	UNASSIGNED	SERIES ID: J92	
J92M3800	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92M3900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92M4100	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92M4200	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S0100	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S0200	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S0500	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S0600	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S0800	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S0900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S1100	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S1300	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S1600	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S1700	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S1800	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S2900	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S3000	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S3400	PREMIUM/POLICY WRIT	PREMIUM AUDIT SYSTEM	
J92S4200	UNASSIGNED	SERIES ID: J92	
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J92S6300	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J92S8600	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S8700	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S8900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S9000	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S9500	PREMIUM/POLICY WRIT	BUREAU REPORTING	
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J92S9800	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92S9900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92Z0900	PREMIUM/POLICY WRIT	BUREAU REPORTING	
J92Z6300	PREMIUM/POLICY WRIT	PREMIUM/STAT PROCESSING	
J98M0100	UNASSIGNED	SERIES ID: J98	
J98M0200	UNASSIGNED	SERIES ID: J98	
J98M0300	UNASSIGNED	SERIES ID: J98	
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J98M0500	UNASSIGNED	SERIES ID: J98	
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J98M1000	UNASSIGNED	SERIES ID: J98	
J98M1100	UNASSIGNED	SERIES ID: J98	
J98M1200	UNASSIGNED	SERIES ID: J98	
J98M1300	UNASSIGNED	SERIES ID: J98	

Exhibit I

Insurance Requirements

Insurance Requirements

1 Customer shall be named as an additional insured on all insurance policies required of Vendor under this Agreement. All policies will be endorsed to provide not less than 30 days' notice of cancellation to Customer. In the event that any policy is written on a modified occurrence or claims made basis, Vendor agrees that it will secure coverage for the period of time commencing the effective date of the Agreement and continuing, without interruption, through the termination of this Agreement plus one year. All insurance shall be written by a admitted carrier with ratings acceptable to Customer. Vendor shall provide to Customer certificates of coverage and additional insured endorsements prior to Agreement effective date.

2 It is further agreed that all insurance policies and indemnification agreements of Vendor shall be primary as to Customer and that all such coverages held by Customer be excess.

3 If for any reason any of the insurance policies mandated in this agreement terminate, Vendor agrees that it will immediately replace the coverage and that in any such circumstance, Vendor agrees that it will hold Customer free and harmless from any and all claims that may arise during a period of lapsed or terminated coverage. Customer may, at its own discretion, obtain similar coverage for its own benefit in the event Vendor fails to maintain its obligations hereunder. Said costs incurred by Customer shall be paid directly to Customer by Vendor.

4 Vendor shall ensure that all vendors retained by Vendor for any purpose under this Agreement shall provide insurance coverage and indemnification, including naming Customer as an additional insured, equal to the amounts required hereunder.

5 Vendor shall maintain a General Liability policy, said policy must include coverage for personal injury, with no-ceding limits of not less than One Million (\$1,000,000) dollars, with a deductible of not more than Five Thousand (\$5,000) dollars. Defense and adjustment expenses must be outside the policy limits.

6 Vendor shall maintain an Automobile Insurance policy covering all drivers and automobiles or other vehicles used by Vendor in the course of conducting its business, with limits of not less than One Million (\$1,000,000) dollars, with a deductible of not more than Five Thousand (\$5,000) dollars. Said policy shall extend coverage for non-owned automobiles, trucks and other motor vehicles.

7 Vendor shall maintain a Workers' Compensation and Employer's Liability policy naming Vendor as the insured.

8 If Vendor maintains Data Processing Business Interruption coverage for its affiliates, Vendor agrees to provide such coverage to Customer.

9 Vendor agrees that all of the policies referenced in this Schedule shall be written and maintained by carriers with ratings, as defined by Best, acceptable to Customer.

10 Vendor agrees that all of the insurance requirements referenced in this Schedule shall be in full force and effect with respect to the period of the existence of Vendor and/or the term of this Agreement and for a period of not less than one (1) years thereafter.

11 If, for any reason any of the insurance coverage policies mandated in this Schedule terminate, Vendor agrees that it will immediately replace the coverage and that in any such circumstance, Vendor agrees that it will hold Customer free and harmless from any and all claims that may arise during a period of lapsed or terminated coverage.

12. The failure of Vendor to maintain the insurance coverage referenced in this Schedule shall represent a breach of the Agreement which shall permit Customer, in addition to any other remedies it has at law or in equity, to purchase the coverage and charge Vendor for the cost of same. This provision in no way, manner or form constitutes a waiver of rights held by Customer in the event of a breach of this Schedule or any provision in this Agreement.

THE STATE OF NEW HAMPSHIRE

MERRIMACK, SS.

SUPERIOR COURT

Docket No. 03-E-0106

**In the Matter of the Liquidation of
The Home Insurance Company**

**AFFIDAVIT OF PETER A. BENGELSDORF, SPECIAL DEPUTY
LIQUIDATOR, IN SUPPORT OF APPROVAL OF ZURICH
INFORMATION TECHNOLOGY SERVICES AGREEMENT**

I, Peter A. Bengelsdorf, hereby depose and say:

1. I was appointed as Special Deputy Liquidator of The Home Insurance Company ("Home") by the Insurance Commissioner of the State of New Hampshire ("Commissioner"), as Liquidator ("Liquidator") of Home. I submit this affidavit in support of the Liquidator's Motion for Approval of Zurich Information Technology Agreement. The facts and information set forth below are either within my own knowledge gained through my involvement with this matter, in which case I confirm that they are true, or are based on information provided to me by others, in which case they are true to the best of my knowledge, information and belief.

2. The present motion concerns an Information Technology Services Agreement, dated as of December 17, 2003 (the "Agreement"), between The Home and Zurich American Insurance Company ("Zurich"). A copy of the Agreement is attached as Exhibit A to the motion.

3. After 1995, The Home retired or converted many of its computer systems to smaller server platforms. In 2000, The Home decided to outsource the systems that had not been converted to a third-party processing vendor. This permitted The Home to reduce its operating costs for these older (or "legacy") systems by eliminating large computers, reducing staff and vacating office space. The legacy systems are "back-end" systems concerning claims,

reinsurance, financial and management reporting that support loss reporting, actuarial analysis, financial and statistical reporting and reinsurance recoveries. The Home has its own "front-end" claims processing system (the "Pyramid" system) for handling claims. The Pyramid system is linked to the legacy systems so that integrated information is available.

4. The legacy systems were outsourced to Zurich, and the legacy systems became operational at Zurich in September, 2000. Since that time, Zurich has supported these systems and provided information technology services to The Home under an information technology services agreement between Zurich and Risk Enterprise Management Limited ("REM"), the company formerly administering the run-off of The Home. The Home will continue to rely on the legacy systems during the liquidation for important information, including information concerning claims history and ceded reinsurance (which constitutes The Home's most significant asset).

5. REM has terminated the Zurich/REM contract in light of the conclusion of the relationship between REM and The Home. The Zurich/REM contract provided that in the event of a termination of the relationship between REM and an affiliate (such as The Home) which was provided services under the contract, Zurich would enter into negotiations with the former affiliate to continue the services on terms and conditions substantially the same as those provided for under the contract.

6. The Liquidator has now negotiated the Agreement with Zurich pursuant to the renegotiation provision of the Zurich/REM contract and subject to the approval of the Court. Under the Agreement, Zurich will provide The Home with the same information technology services supporting the legacy systems as it provided under the Zurich/REM contract. The services include:

- a. operating, managing and maintaining the equipment and computer programs used in connection with the liquidation of The Home;
- b. furnishing information and data processing reports to The Home;
- c. correcting errors in the equipment and computer programs utilized;
- d. storing and safeguarding the storage media containing The Home's data and computer software; and
- e. maintaining off-site disaster recovery capabilities. See Agreement § 3.2.

7. Zurich has agreed to provide these services for a renewable five-year term (Agreement § 2.2) on essentially the same terms as the prior contract with REM. Zurich's responsibilities will remain the same, and The Home retains "most favored nation" status so that the cost for Zurich's services will be equal to or no more than what Zurich charges to any member of its own corporate family, the Zurich Financial Services Group. Agreement, §§ 7.1-7.3. The fee structure for Zurich's services is substantively the same as under the Zurich/REM contract. Fees are based on usage of hardware, software, personnel and infrastructure resources; they are charged for processing, including communication lines and networks, personnel to control the processing, and non-standard operating software necessary to run the application systems. In addition, The Home will pay \$12,092 per month for the first twenty-five months of the contract for consulting fees related to the consolidation of The Home's processing into the Zurich data center. See *id.*, § 7.1. The estimated initial average monthly fees will be approximately \$74,000 (\$48,000 for processing and personnel, \$14,000 for non-standard software, and \$12,000 for the consulting fee). Processing fees have declined since 2000 as the number of claims and claims activity have decreased, and this trend is expected to continue.

8. I believe that the Agreement is fair and reasonable and that it is in the best interests of the liquidation and of the policyholders and other creditors of The Home. The information technology services to be provided are essential to the liquidation of The Home, and given Zurich's previous provision of services for The Home (through REM), it is the company that is best situated to provide such services efficiently and without interruption. Further, in light of the "most favored nation" status provision, The Home will be obtaining these essential services at reasonable rates.

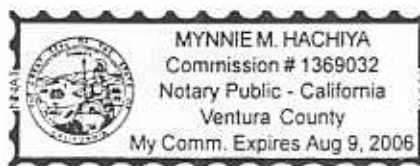
Signed under the penalties of perjury this 12TH day of February, 2004.

/s/
Peter A. Bengelsdorf
Special Deputy Liquidator of The Home Insurance
Company and US International Reinsurance Company

STATE OF CALIFORNIA
COUNTY OF VENTURA

Subscribed and sworn to, before me, this 12 day of February, 2004

/s/
~~Notary~~ Public/Justice of the Peace



THE STATE OF NEW HAMPSHIRE

MERRIMACK, SS.

SUPERIOR COURT

Docket No. 03-E-0106

In the Matter of the Liquidation of
The Home Insurance Company

ORDER APPROVING ZURICH
INFORMATION TECHNOLOGY SERVICES AGREEMENT

On consideration of the motion of Roger A. Sevigny, Insurance Commissioner of the State of New Hampshire, as Liquidator ("Liquidator") of The Home Insurance Company ("The Home"), for an order approving an Information Technology Services Agreement (the "ITS Agreement"), dated as of December 17, 2003, between The Home and Zurich American Insurance Company, and the supporting affidavit of Peter A. Bengelsdorf, the Court finds and orders as follows:

1. The ITS Agreement is reasonable, prudent, and is in full accordance with law;
2. The ITS Agreement is in the best interests of the liquidation of The Home;
3. The ITS Agreement is entered into in good faith; and
4. The Liquidator's Motion for Approval of Zurich Information Technology

Services Agreement is granted, and the ITS Agreement is approved.

So Ordered.

Dated: _____, 2004

Presiding Justice

STATE OF NEW HAMPSHIRE

MERRIMACK, SS.

SUPERIOR COURT

In the Matter of the Liquidation of
The Home Insurance Company
Docket No. 03-E-0106

In the Matter of the Liquidation of
US International Reinsurance Company
Docket No. 03-E-0112

CERTIFICATE OF SERVICE

I, Jacqueline L. Johnson , do hereby certify that on March 11, 2004, I served a true copy of the foregoing upon the attached Service List, by first class mail, postage prepaid.

Dated: March 11, 2004

/s/
/ Jacqueline L. Johnson

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